



250 Wood Road,
Annapolis, MD 21402-5050

**From the Commanding Officer:
CAPT Kathleen D. Morrison, MSC, USN**

STANDARDS OF EXCELLENCE



Dear NMCLA Family:

We remain a customer-focused organization! When I use the term customer, that includes you as internal customers as well as the patients. The Surgeon General is asking us to adapt the following Standards of Excellence to our personnel and all customers. These standards are the platform for Navy Medicine's customer service philosophy. The Naval Medical Clinic Value Statements developed earlier this year incorporate many of the following standards:

- *Treat everyone with courtesy, compassion and respect.*
- *Ensure the privacy, confidentiality, and dignity of others.*
- *Be at all times professional in appearance and behavior.*
- *Ensure that workspaces and patient care areas are neat, clean, safe and quiet.*
- *Be an effective communicator.*
- *Take ownership of problems and be a problem-solver.*

- *Seek to understand and meet the needs of others.*
- *Be reliable and trustworthy.*
- *Be a team player.*

As I walk around the command, the halls are filled with the business of patients, pre-coms, and caring staff. Your creativity, leadership, and dedication contribute daily to our special mission of taking care of the Annapolis Area Complex and, specifically, the future Navy and Marine Corps Officers. By following and living the Standards of Excellence, we are leaders in taking care of shipmates.

Wishing you and yours a joyous Thanksgiving. Our health, family, and friends are important blessings. Please include your NMCLA family and shipmates that have no plans for the day so everyone is included! ☺

Go Navy!
R/CO

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SPECIAL POINTS OF INTEREST:

TRICARE Prime Enrollment - 11361

PCC - 3624
Pediatrics - 1080
Mil Med - 6657



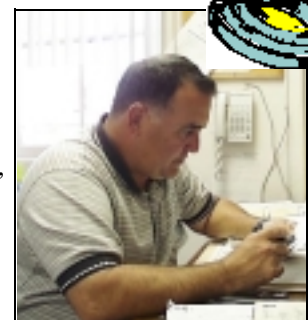
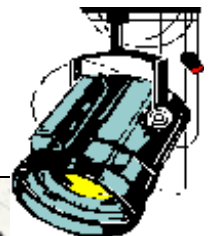
2000 CAMPAIGN
Contacted - 100%
Contributed - 47%
Amount - \$10,174.04

Civilian in the Spotlight Mr. Robert Radford

retirement, he worked for the USNA Laundry for two years, and then came to this command in April 1996, and now works in Operating/Facilities Management Department. As a prior military service-member, Bob knows and feels that this command is very tight and truly portrays strong teamwork. He was quick to comment that, "when there is work to be done, there are no bystanders." He further commented that we have made great strides in keeping the lines of communication open and flowing up and down the chain of command. He is a very strong proponent of good effective communication, which enhances our mission accomplishment.

Bob loves to golf and bow hunt. Watch out! He's getting ready to pack his bags, bow and arrow to go hunting. He lives in Glen Burnie with his wife, Janie, and they have two children: Richard and Christina.

Who was the first boatswain mate/craftmaster that sailed the Superintendent's yacht out to sea bound for New York? BMCS (SW) Robert Radford, USN (Retired). Bob retired from the United States Navy after 21 plus years of service. After his re-



Food for thought

Contributed by ETCM(SW) E. Lewis, USN

A Columbine High School student wrote:

"Silence"

By: HN Charles R. Adkins, USN

My heart goes out to you,
my fallen brothers and sisters.
I couldn't believe my eyes,
when I picked up the morning paper.
I read your names over and over.
I am sure we have never met.
But my heart still goes out to you.
I see your family and friends.
All gathered around your homeport
With tears in their eyes.
Standing in a place you will never return.
My heart goes out to them.
They are my loved ones, too.
So my fallen brothers and sisters,
you continue to hold a place in my heart.
As my heart goes out to you
in a love that never parts....

The paradox of our time in history is that we have taller buildings, but shorter tempers; wider freeways, but narrower viewpoints; we spend more, but have less; we buy more, but enjoy it less.

We have bigger houses and smaller families; more conveniences, but less time; we have more degrees, but less sense; more knowledge, but less judgment; more experts, but less solutions; more medicine, but less wellness.

We have multiplied our possessions, but reduced our values. We talk too much, love too seldom, and hate too often.

We've learned how to make a living, but not a life; we've added years to life, not life to years.

We've been all the way to the moon and back, but have trouble crossing the street to meet the new neighbor

We've conquered outer space, but not inner space; we've cleaned up the air, but polluted the soul; we've split the atom, but not our prejudice.

We have higher incomes, but lower morals; we've become long on quantity, but short on quality. These are the times of tall men, and short character; steep profits, and shallow relationships.

These are the times of world peace, but domestic warfare; more leisure, but less fun; more kinds of food, but less nutrition.

These are days of two incomes, but more divorce; of fancier houses, but broken homes.

It is a time when there is much in the show window and nothing in the stockroom; a time when technology can bring this letter to you, and a time when you can choose either to forward this message and make a difference...

Are We JCAHO Ready?

This is #4 of the eleven functions of the JCAHO. This set of standards focuses on the processes, activities and outcomes related to the **Education of Patients and Family**. The goal leader for this chapter is LT Petrovanie, Specialty Clinic, 3-1345.

The goal for the **Education of Patients and Family** is to improve care and outcomes by promoting healthy behavior and involve the patient and their family in care decisions. Several things have to take place in order to meet this goal.

LT Petrovanie's team started by assessing patient and family education activities in the command and setting goals for education programs. Specific education needs had to be prioritized and resources allocated to meet patient and family needs.

The rationale for these standards is based on the confirmed belief that encouraging patient participation in decisions about care increases the likelihood the patient will comply with the treatment, e.g., take the pills, change the dressing, return for follow-up. Having the patient participate will maximize the patient self-care skills. In this



Managed Care environment, we need to teach the patient as much as possible about their care and treatment. This offers the patients an increased ability to cope with their illness/injury and health status.

All education is interactive. Is the patient ready to learn? Have we customized the education so they can learn what we want them to? Have we taught them about their medications and if there are interactions or foods they should be aware of? Have we taught them how to manage the pain? Do the patients know how to contact us if there is a problem? Do they understand follow up instructions?

Health Promotions plays an essential role in the education function. We are in the business of health and should be sharing all we know with the patient so they can make the right choices about life style.

Test your readiness with these questions:

- What is your policy on patient education?
- Who is responsible for patient education in your clinic?
- Do you have education material in your area for the patient?
- What cultural variables are considered in your educational activities?
- How are patient learning needs assessed?
- How is the education you provide documented?
- What do you do when a patient cannot understand the material you have provided for education?

Each of us, no matter what our position is, has the responsibility to teach those who come to us for help and guidance. Many of us will teach verbally with the instructions given to patients during a visit. Many more will teach by example.

How do you provide your patients with the knowledge and skills they need to manage their illness and health? Where is it documented? What feedback have you obtained from the patient that the education was useful?

Congratulations!

Mr. Bob Radford - COQ
HM2 Sean Lane - NAM (CO-NavSta)



October 2000 Awardees

MA1 Lee D. Green - Senior SOQ
YN3 Colleen M. Taylor - Junior SOQ
HM3 Jason E. Stubbs - NAM
HM2 Fintan Heward - NAM
Mr. David Orr - LOA

**Congratulations to HM2 Sharon Doersom
for completing the US Air Force
Marathon in Dayton, OH - 15 Sep 00!**



CONGRATULATIONS!

Hn Julia Butler
And
HN Erik Clark
9 October 2000

Hail!

LTJG William McCloud - Comp Svcs
HMCM Ronald O. Rang - C/MC
HM1 Alfredo Delvalle - PRODEV
HM2 Walter Mack, Jr. - Precomms
HM3 Michael Hauswirth - PhysTher
HM3 Chris Lutzow - MilMed
HN Erik Clark - Admin
HA Erick Oduro - Pharmacy
David C. Orr - Comptroller
Jesse Harrahill - PCC



Thanks to the crew of CBU- 403 for
rebuilding the clinic's front concrete
steps. SeaBees .. Can do!



KUDOS

Farewell!

LCDR T. Paserb - CivLant
HM2 Keith Brenner - IDC School
HM2 Fintan Heward - IDC School
Kay Stough

Coming Soon!

NOVEMBER 2000

National American Indian Heritage Month

- 6-17 Sick Call Screener's Crse.
- 10 Veterans Day
- 20-21 BLS Instructor Training
- 21 Turkey Trot & Native
American Heritage Potluck
- 23 Thanksgiving Day
- 30 Awards Ceremony

DECEMBER 2000

- 2 **BEAT ARMY !**
- 15 Training Standdown
Command Holiday Party

"Cassie (PCC) is always pleasant and helpful. It makes me happy when she is on duty." Clara O'Hopp

"I want to take this opportunity to thank PO3 Pierce for her outstanding customer service." MS1 Chris Moloney

"I needed some very special care and required quite a bit of assistance to get it all arranged and executed. I received the greatest care, attention and help from LT Petrovanie. I felt to be in good hands and am very thankful for what I have received."

Alan R. VanReet

GREAT AMERICAN SMOKEOUT-16 NOVEMBER 2000

*Susan Hennessy, RN
Health Promotions*

NOVEMBER 16, 2000 is Navy Nic-Out and the Great American Smokeout. Health Promotions Department will set up information tables in the Pharmacy, Navy Exchange, and Dahlgren Hall from 1000-1400 on this day. This is a designated day for a non-smoker to "adopt" a smoker for the day and encourages them to stay tobacco-free for 24 hours. "Adoption" papers are available at the Health Promotions office and must be picked up before November 16, 2000.

HOLIDAY Open House - t's the season to be jolly !!

*The Resources Management and Computer Services divisions cordially invite you
for some holiday cheers and cookies on 14 December 2000 from 2:00—4:00 PM in
the hallway leading to Bldg. 275.*

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